

CONTENTS

| SECTION | | PAGE |
|-----------------|---|------|
| 1 | Introduction | 1 |
| <hr/> | | |
| PART 1 | PREREQUISITES | |
| 2 | Why introduce ERM? | 5 |
| <hr/> | | |
| 3 | Leadership commitment | 8 |
| <hr/> | | |
| 4 | Risk management maturity | 10 |
| <hr/> | | |
| PART 2 | ENTERPRISE RISK MANAGEMENT PROCESS | |
| 5 | Organisation | 13 |
| <hr/> | | |
| 6 | Process | 14 |
| <hr/> | | |
| PART 3 | TECHNOLOGY | |
| 7 | Overview | 25 |
| <hr/> | | |
| 8 | User guide | 27 |
| <hr/> | | |
| APPENDIX | | |
| I | Action plan | 46 |
| <hr/> | | |
| II | Staff awareness leaflet | 50 |
| <hr/> | | |